

Virtual Gateway

Improving Access to Health and Human Services

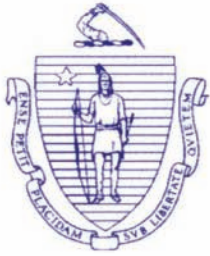
2007 Annual Report



Executive Office of Health
and Human Services

Deval Patrick, Governor
Commonwealth of Massachusetts

Dr. JudyAnn Bigby, Secretary
Executive Office of Health and Human Services



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April 1, 2008

Dear Partners and Colleagues:

I am pleased to present the 2007 Annual Report on the Executive Office of Health and Human Services' Virtual Gateway. It has been a year of continued improvement at the Virtual Gateway, and I am excited to share news of our recent activities as we work towards ensuring that all residents of the Commonwealth have access to affordable health and human services.

The Virtual Gateway has been critical to the success of health care reform in Massachusetts. By acting as a one-stop Internet access point for a broad range of services and programs, the Virtual Gateway connects people to much needed programs and information in an efficient and streamlined manner. It also gives providers, organizations, and government agencies better management and reporting tools, allowing them to deliver services to their clients more quickly and effectively.

Highlights from this year include the statewide launch of an online Food Stamps application that enables individuals to self-register and apply for Food Stamps using the Internet. This empowers the public by making services more accessible. In addition, we continue to enhance the Enterprise Invoice/Service Management (EIM/ESM) service. This has transformed the invoice submission and service reporting system for providers of health and human services.

In recognition of the significance of this service, EIM/ESM was presented with the "Excellence in Administrative and Financial Transformation" award by the National Electronic Commerce Coordinating Council. Our thanks go to the many people within the agencies of the Executive Office of Health and Human Services, and provider organizations statewide, who work tirelessly to continue strengthening and expanding this innovative service.

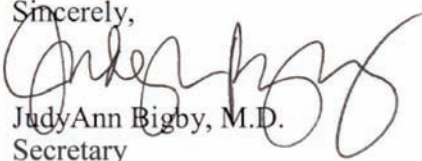
We look forward to expanding our community partnerships as we make the Virtual Gateway as comprehensive and easy to use as possible. We plan to launch even more self-service programs, allowing the public to apply for and receive the services they need.

I want to offer special thanks to our partner agencies for their collaboration. In particular, we are grateful to the Commonwealth Connector Authority, the Office of the Comptroller, and the Information Technology Division for their ongoing support.

You will find additional information about the Virtual Gateway, our accomplishments of the past year, and our plans for the future inside this report. If you have any comments or questions, please do not hesitate to contact me.

Thank you for your support.

Sincerely,



JudyAnn Bigby, M.D.
Secretary



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The Virtual Gateway is an Internet portal that provides the general public, medical providers, community-based organizations, and government agencies with online access to health and human services. Over 23,000 individuals representing more than 1,600 organizations currently use the Virtual Gateway to conduct business with agencies within the Executive Office of Health and Human Services (EOHHS) and deliver much needed services to the people of the Commonwealth.

The Virtual Gateway creates a critical bridge that links individuals with the services they need. A major contribution to the success of health care reform has been our pioneering approach to providing access to benefits and services such as MassHealth and Commonwealth Care. This year, we released new tools to help providers more closely follow the status of their patients' benefits. Next year, individuals and providers will have even more resources available, including the capability to renew health care benefits online, which will prevent gaps in coverage and ensure individuals are receiving the care they need.

Thanks to a partnership between multiple health and human service providers and government agencies, the Virtual Gateway made strides towards achieving the goals set forth at its

inception. It has reduced the amount of time it takes to apply for services and receive eligibility determination, and has expedited almost half a million applications for services from individuals and families. It has also improved case management and service delivery for some of our most vulnerable residents. Additional accomplishments for the year include:

Empowering Citizens to Apply for Services: This year marked the statewide launch of the consumer facing Food Stamps program. In collaboration with the Department of Transitional Assistance, this new application allows citizens to apply for Food Stamps directly online without the assistance of a provider. It enables them to take a more active role in their own health and well-being.

Simplifying Billing for Purchase of Service Providers:

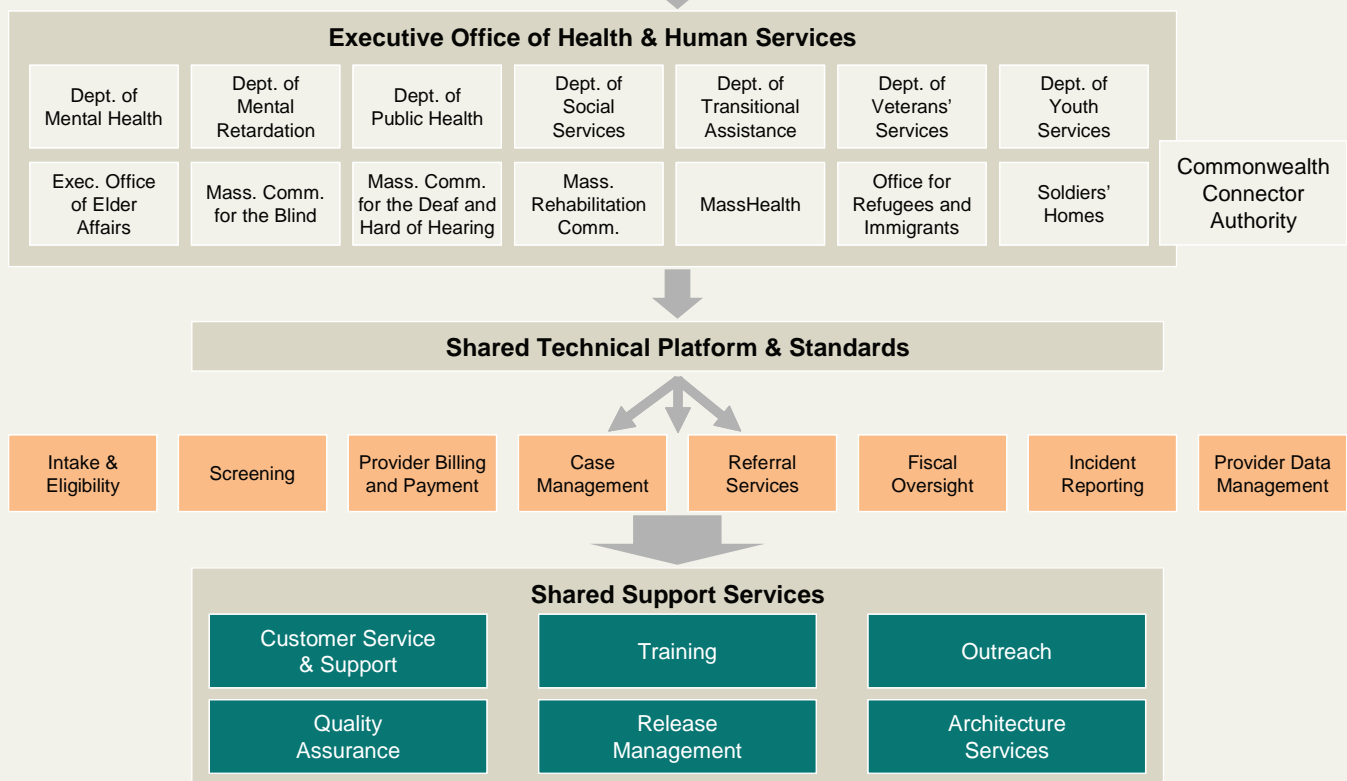
Completing its first full year in use, Enterprise Invoice/Service Management (EIM/ESM) is an Internet billing and reporting service that has streamlined invoice submission, approval and payment via the Internet for Purchase of Service providers. By replacing paper-based processes, it has transformed the way providers do their billing and EOHHS processes payments, offering real-time invoice processing, improved financial management, and more detailed reporting.

Streamlining Support for All Users: The Virtual Gateway has focused on ensuring that users are supported in every step of their experience. From increasing the number of training courses available, to streamlining the customer service processes, to developing new ways to connect with users, the Virtual Gateway team is committed to helping users take full advantage of what is offered and making sure their experience is as positive as possible.

Using Technology to Improve the Delivery of Health and Human Services

The Virtual Gateway delivers services in new and innovative ways to the Commonwealth's residents. By having a shared single sign-on portal to access systems across EOHHS, the Virtual Gateway helps ensure that services are delivered quickly, efficiently and cost-effectively.

Virtual Gateway Overview





The Virtual Gateway team dedicated this year to enhancing existing services and introducing new services to improve the delivery of critical health and human services to the public.

Enterprise Invoice/Service Management

October 2007 marked the one year anniversary of EOHHS' launching of the EIM/ESM service on the Virtual Gateway. EIM/ESM will streamline and modernize \$2.1 billion in contract management and invoicing processes for over 800 Purchase of Service providers and 12 state agencies. By replacing manual, paper-based processes with a standard web-based system, EIM/ESM improves internal controls, simplifies reporting for community providers, and is a single system of record across all health and human service programs in the Commonwealth.

Tracking EIM/ESM Development and Growth

The EIM/ESM service continues to improve contract management and streamline billing for the many providers who deliver services to individuals throughout the Commonwealth.

EIM/ESM Implementation Timeline



EIM/ESM offers state agencies and local providers a number of advantages, including real-time invoice processing, improved financial management, more detailed reporting and a reduction in the time it takes for providers to receive payment. Before EIM/ESM, the time from invoice submission to payment averaged 31 days. EIM/ESM has decreased that cycle by 70 percent to an average of 9 days.

Rollout of the EIM/ESM service has been gradual and began with the Departments of Public Health, Mental Health, and Mental Retardation. In 2007, the Departments of Youth Services and Transitional Assistance, along with the Executive Office of Veterans' Affairs and the Office for Refugees and Immigrants, began to use the system. Today on EIM/ESM, agencies are managing over 1,255 contracts with 450 provider organizations. In total, over 3,000 individuals currently use the service.

Common Intake

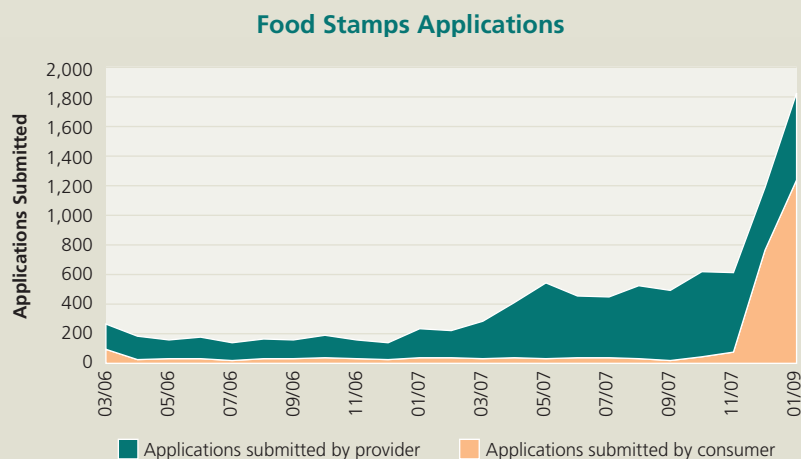
The Common Intake service enables individuals and families throughout the Commonwealth to apply for and receive services varying from health care assistance to Food Stamps to child development screenings. Even though most of these services are managed by different agencies, with Common Intake citizens just need to complete a single form to apply for these services. In 2007, over 150,000 families were screened for eligibility through Common Intake. Of those who applied, those who qualified were eligible for over \$650 million in services delivered by the Commonwealth. The Common Intake service is used at hundreds of provider sites across the state, ranging from major teaching hospitals and neighborhood health centers to homeless shelters and soup kitchens.

The Common Intake service was enhanced in several important ways this year. First, building on a successful pilot in the Fall River area, the Department of Transitional Assistance released a special online Food Stamps application that enables citizens to self-register and apply for Food Stamps online themselves. In its first full month, over 700 applications for Food Stamps were received. Moreover, thanks to collaboration with the Commonwealth Connector Authority, similar consumer-facing applications for health care coverage are in development.

Additionally, EOHHS continued its partnership with the Commonwealth Connector Authority to advance the Commonwealth's health care reform effort. In February 2006, the health-related components of the Common Intake service were expanded to cover applications for Commonwealth Care, a state-subsidized health insurance program for low- and moderate-income residents. To date, over 14,000 individuals and families have secured health coverage under Commonwealth Care using the Common Intake service on the Virtual Gateway.

Increasing Access to Food Stamps

The number of online Food Stamps applications skyrocketed after the consumer-facing application was launched statewide in November. Within just weeks of the rollout, over two thirds of all online Food Stamps applications were submitted by the public using this new tool.



Provider Perspective

Using My Account Page (MAP)



Keith Barry

*Community Outreach Worker
Manet Community Health Center
Quincy, Massachusetts*

Service Delivery Improvements

Since using MAP, Keith Barry has found the process of helping people apply for health coverage much more efficient. Case workers save a significant amount of time by being able to view a client's application status and they can also follow up with their clients more easily.

Personal Story

A client walked into Keith's office thinking that he was not eligible for Commonwealth Care coverage since he had not received a determination on his application. Within minutes, Keith was able to look up this client's application status on MAP and learn that the application was missing his birth certificate. Keith helped the client complete the application and, thanks in large part to MAP, a process that used to take hours was done in no time.

Advice to New Users

Use it! Keith said that he has met many Common Intake users who are still not using MAP and spend hours on the phone, whether checking on the status of an application or inquiring about necessary documentation. "I would love to see as many people as possible learn about and use this incredible tool!"

Service Context

Manet Community Health Center is a multi-site community based health center that serves the broad health needs of South Shore residents through a family practice model of care.

My Account Page

In September 2007, the My Account Page (MAP) service was added to Common Intake. MAP provides real-time access to member and applicant health assistance information for MassHealth, Massachusetts' Medicaid program. It allows providers to view information about a specific member or applicant's household, his or her application and benefit status, and upcoming renewal dates on a single screen.

MAP expedites and streamlines the eligibility and coverage determination process. Providers can check MAP before they submit a health assistance application to ensure that no pending applications already exist for that client. If one exists, MAP indicates to the provider whether any documentation still needs to be submitted in order to finalize the application. This process not only prevents duplicate applications, but also reduces calls to MassHealth to obtain this information.

Currently, there are over 3,800 users of MAP. It has been extraordinarily well received by providers, who consider it an invaluable tool for outreach activities and health administration.

Other Services

People with Disabilities: The Home and Community Service Information System (HCSIS) is an online incident reporting and tracking tool. It allows the Department of Mental Retardation (DMR) and over 220 provider organizations to file clinical information and reports on incidents, investigations, medication issues and restraint utilizations. Providers are also able to access relevant client information and reports. Currently, HCSIS helps monitor the safety of over 33,000 individuals served by DMR.

Children and Families: This year saw the statewide upgrade and expansion of Service and Transition Planning, known as STARS. STARS was developed by the Department of Social Services (DSS) to enhance the timeliness and availability of information regarding children in acute care facilities. The expansion of STARS enables DSS providers to better manage clinical care including the assessment, treatment planning, and incident reporting. It also includes system features that enable domestic violence providers to report periodic intake and assessment infor-

mation to the Department. This year, the total number of STARS users increased significantly. Today, over 4,000 provider staff at more than 200 provider agencies rely on the system to help track and serve DSS children and family members.

Homeless Persons: Over the past year the Department of Transitional Assistance (DTA) has planned several enhancements for the Statewide Homeless Operations Research Environment (SHORE). This year, DTA will add an assessment tool that enables providers to document plans to move homeless families into permanent housing. As well, the system will have a new “dashboard” function that allows agency workers to view trends regarding families and homelessness. Both new features will give agency workers and providers a more complete picture of information on individual clients. They will also enable better analysis and reporting of overall trends and system issues, allowing for better program development and resource allocation to end homelessness in the Commonwealth.

Elders: The Senior Information Management System (SIMS) is now in use across the Commonwealth. This online case management and reporting tool allows the Executive Office of Elder Affairs to more easily track services delivered to elders, including clinical assessments, home delivered meals, home care services, and visiting nursing services. It also simplifies state and federal reporting activities. Case information for over 150,000 individuals is managed in SIMS and an estimated \$220M of services are coordinated in SIMS annually.

Human Service Providers: EOHHS completed its disbursement of the Salary Reserve for FY08 in December with the support of the Provider Data Management (PDM) service. EOHHS uses the Salary Reserve process to manage its resources and compensate direct care staff who provide health and human services to Commonwealth clients. The PDM service helps EOHHS collect contract data and allows providers to submit the necessary payroll information required to support the allocation of the Salary Reserve. This feature ensures that eligible individuals receive funds as quickly, accurately, and efficiently as possible. In total, almost \$24 million was given to over 31,000 individuals at approximately 450 provider organizations over the past year.

Provider Perspective

Using Senior Information Management System (SIMS)



Lynn Vidler

*Client Services Manager
Mystic Valley Elder Services, Inc.
Malden, Massachusetts*

How They Use It

Mystic Valley Elder Services, Inc. (MVES) uses SIMS to assess elders' needs, determine their eligibility for various programs, document service requests, order meals and deliver a variety of other services.

Service Delivery Improvements

With SIMS, according to Lynn Vidler, staff working with elders at MVES have become more efficient in managing cases because data that was held in multiple client information databases is now in a single online database. It has also streamlined communication between Lynn's organization and MassHealth providers. The MVES nursing staff screens MassHealth clients to determine eligibility for adult daycare, nursing home admittance, or other similar programs, and SIMS allows them to review a client's medical history from the original electronic MassHealth screening quickly and easily without having to re-type and re-interview the client on historical information.

Advice to New Users

Lynn would advise new users to be patient. It might seem complicated at first, but the system is quite user friendly after just a little training and practice.

Service Context

Mystic Valley Elder Services is a non-profit agency that promotes safe, independent living for the elders in the communities it serves. It acts as an entry point through which elders, families, caregivers, and health care professionals can access a wide variety of programs, services, and supports.



Virtual Gateway Operations

Enrolling, training and supporting our users as effectively and efficiently as possible is key to the success of the Virtual Gateway. The Virtual Gateway team focuses on improving and simplifying the on-boarding, training and issue resolution processes, ensuring that the people who are using our online services have a positive experience.

Enrolling and Training People to Use the Virtual Gateway

This year, the Virtual Gateway team streamlined support for provider organizations preparing to use the EIM/ESM service. Each provider is now matched with their own account representative, known as a Provider Access Lead or PAL, who guides them through the entire on-boarding process. PALs help providers understand how EIM/ESM will be used and make sure that staff receive the training they need. PALs also help providers complete relevant preparatory forms. As a result, the time required to enroll providers onto the EIM/ESM system has been reduced by over 25%, and providers have appreciated this more individualized attention. Currently, each PAL works with anywhere from 80 to 150 provider organizations.

Once individuals are enrolled as Virtual Gateway users, there are a variety of training resources available to help them learn to use the system. From user manuals explaining how to submit an application for health care coverage to learning sessions that teach how to process invoice payments online, the Training team works closely with all users to develop appropriate teaching materials and train individuals.

With the substantial increase in users over the past year, our trainers were in high demand. In 2007 alone, they trained over 1,500 individuals in instructor led classes, offering over 200 classes in 17 locations across the state. This year also saw the introduction of the first computer based trainings (CBTs). These online courses allow individually paced training from the convenience of a user's own office using a PC and an Internet connection. The foray into online learning also allowed the Virtual Gateway team to effectively support additional training rollout initiatives for other programs and contracts throughout the year. Close to 1,000 users have

already completed a CBT course and report they are both easy to access and comprehensive.

Supporting Existing Users

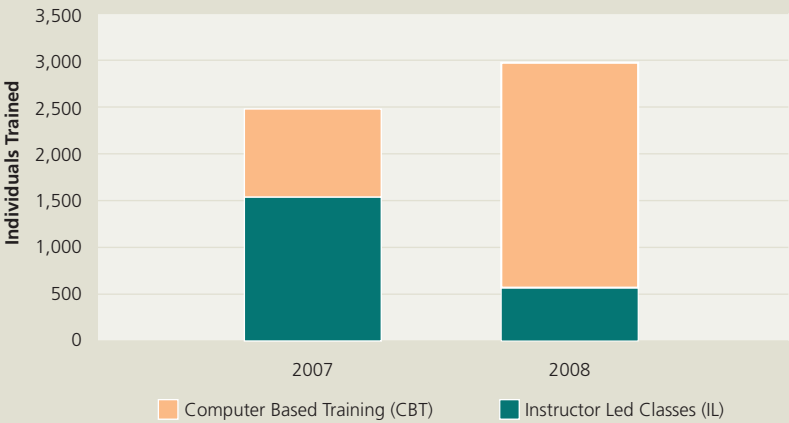
All Virtual Gateway users are supported by the Customer Service team, which receives an average of almost 1,500 phone calls a month. Last year over 70% of callers were connected to a customer service representative within 15 seconds. Additionally, all efforts are made to resolve calls immediately or to settle any open issues as promptly as possible. In 2007, 63% of calls were resolved on the same day they were received, with the majority of the remaining calls being closed within four days.

To enable faster resolution, formal training sessions between system experts and the Customer Service team are conducted frequently. In addition, a new skills-based routing system

Improving the Learning Experience

With evaluation data showing that trainees are pleased with our new training approach, online courses continue to be developed. Online training is more effective and convenient for our users, and less costly and more efficient for the Virtual Gateway team. This is one of the innovative ways that the Virtual Gateway has adapted to support our users.

Virtual Gateway Training Courses



was implemented in July. This allows the Virtual Gateway to direct calls to team members who specialize in certain topics or issues. The system features comprehensive reporting that helps track and monitor incoming calls and service levels, and it will be able to grow with the Virtual Gateway. This will

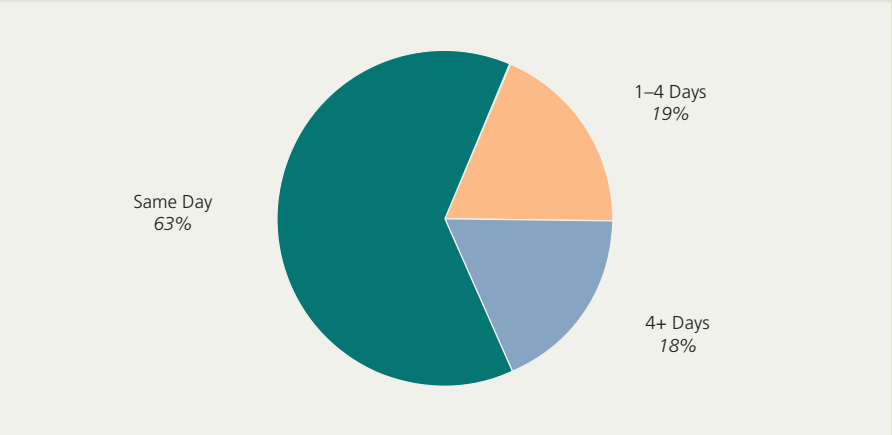
ensure that users continue to receive effective customer service, even with the ever-increasing user load.

The Virtual Gateway team is constantly looking for new ways to communicate with users. In November, over 60 individuals from over 40 provider organizations throughout the state joined the Training team for its first online meeting. During this meeting participants reviewed and discussed a presentation together – but from the convenience of their own offices. All that was needed was a computer, phone and Internet connection. This particular online meeting educated participants about the latest EIM/ESM upgrades and enhancements. The response was overwhelmingly positive, and future online meetings are

Monitoring Our Performance

The Customer Service team works hard to balance quick resolution with thoroughness of response. From walking users through the initial login procedure to connecting users with an appropriate agency contact, the Customer Service team is available to support a Virtual Gateway user at every turn and to get them back on their way as quickly as possible.

Days to Close Customer Service Issues



Virtual Gateway Team

The Virtual Gateway brings together a talented group of individuals committed to advancing the Commonwealth's client service goals.



planned to address ongoing Virtual Gateway enhancements for providers and agency staff.

Incorporating User Feedback

As services are added to the Virtual Gateway, there is an increasing focus on our ability to reach out to users and better understand, and subsequently improve, their experience. When an online service is new, the Virtual Gateway team invests a great deal of effort in working with users to ensure that the service is as easy to use as possible. For example, in October 2007, the EIM/ESM Provider Advisory Council was established to gather input from providers using EIM/ESM. Membership consists of individuals from twelve provider organizations of diverse types and sizes, all of whom were nominated to participate in the council by independent trade organizations or by representatives from the EOHHS agencies who use the EIM/ESM service.

The Provider Advisory Council has set priorities for EIM/ESM enhancements and provides feedback to EOHHS regarding the service. The Council has been successful in helping the EIM/ESM team focus on areas where enhancements are most beneficial to the users.

In the late fall, the Training team distributed surveys to over 700 users at more than 300 provider organizations asking about the users' overall experiences with CBTs. The feedback was overwhelmingly positive, with users reporting that the online classes contained necessary information, were easy to access, and convenient to take. Valuable feedback such as course length and number of courses required has been incorporated into the design of future course offerings. The broad-spectrum survey was such a success that the Training team is incorporating a survey into the curriculum for all of its online course offerings.

Behind the Scenes

A variety of behind the scenes resources – both people and technologies – are instrumental in providing and maintaining high-quality services for our users. The Business Operations team, for example, continued to provide over 98% system availability for user access to the services offered through the Virtual Gateway.

This year also marked the introduction of a new behind the scenes technology, the File Transfer Service (FTS). With its virus scanning software and encryption support, FTS allows all registered users to send files safely and securely. This system makes it much easier for agency workers and providers

to share information, including patient records and medical reports, allowing them to provide their clients with the appropriate services more effectively and efficiently.

No online service is launched on the Virtual Gateway without going through a rigorous quality assurance process. The Virtual Gateway's Quality Assurance (QA) team performs a number of different reviews and tests on everything from software, system architecture, and even system documentation and operations manuals. Depending on the complexity

of a service, the QA team develops sometimes thousands of detailed test cases that exercise every single point of activity in a system, ensuring that the system handles information and interacts with users as designed. Additionally, the QA team puts every application through its paces with a performance test which simulates how the system will behave with increasing numbers of users and transactions being processed at the same time. All of this helps protect the Commonwealth's investment in systems and promote a positive experience for system users.

The Virtual Gateway, MassHealth and New Technology

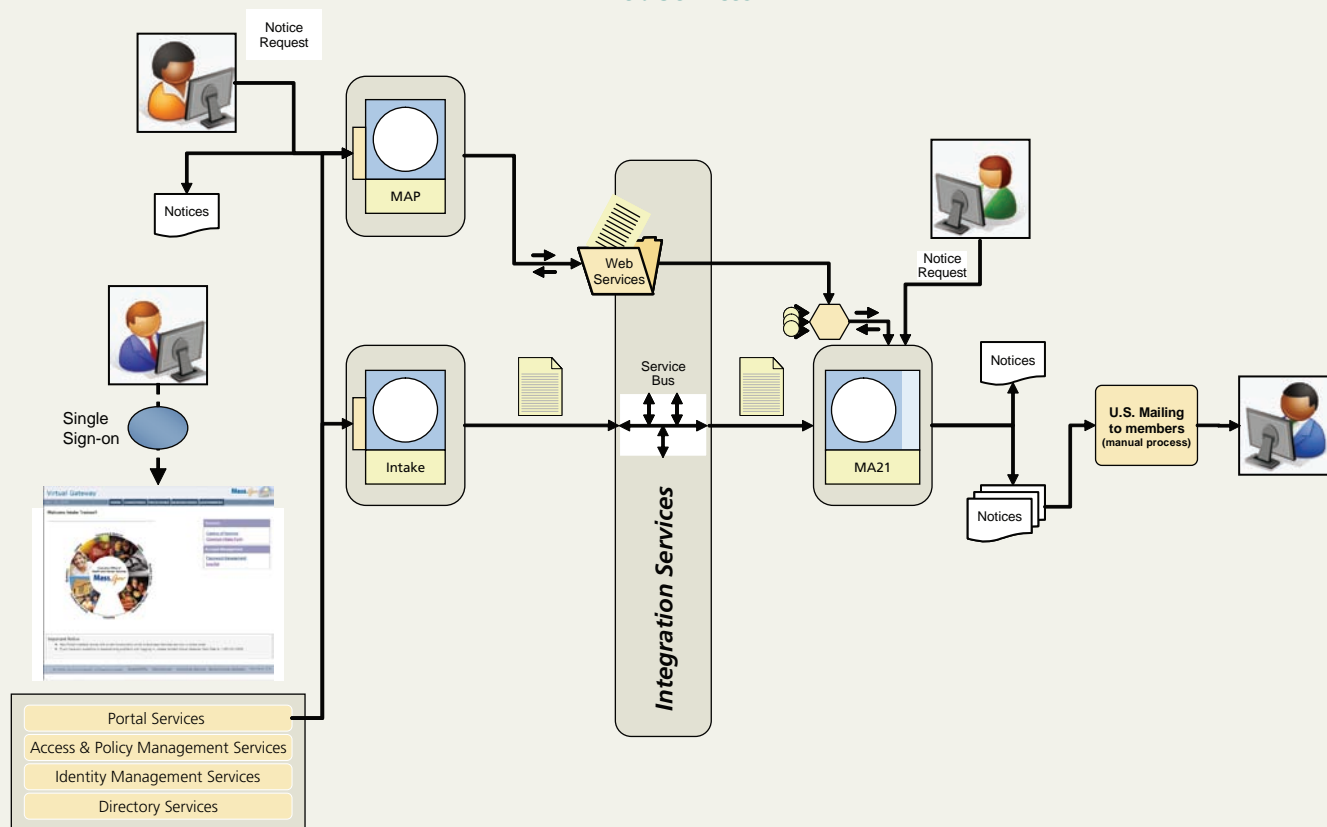
Web services are the next stage of evolution for the Virtual Gateway and the work it supports. Such services permit machine to machine communication, typically behind the scenes, to share or exchange information.

When a user accesses My Account Page (MAP) to check on benefit status and/or application status, for example, requested information is retrieved through Web services from MA-21, MassHealth's system of record. Web services will also support the Streamlined Renewals service, through which MassHealth benefits may be renewed online by providers or the general public.

Thanks to Web services, responses are real-time, giving users a full picture of pertinent application and/or benefit details. Without Web services, there would be no guaranteed provision of such data and response times could – when the data are provided – be longer.

Other opportunities to expose business services as Web services are being explored. Doing so will help to reduce complexity, improve integration, and enable interoperability of various systems. It will also reduce costs through reuse of existing technology. Each promises very real gains for our ability to provide timely, integrated client service.

Web Services





To ensure citizens of the Commonwealth continue to receive top quality care, the Virtual Gateway team is committed to improving the accessibility, delivery and breadth of services available online in the coming year. Additionally, the processing of the 500,000th Common Intake application in the spring of 2008 will be an exciting reminder of how many individuals have been assisted by the Virtual Gateway and how much more can be done!

More Direct Consumer Access to Online Services

Efforts will continue to empower citizens to apply for the services they need themselves. Just as the public can now apply for Food Stamps online, individuals will soon be able to apply for health care coverage and other services on their own without visiting a provider that uses the Virtual Gateway or filling out a paper form. This new feature will make it easier for people to apply for MassHealth and Commonwealth Care and to request referrals from a variety of health services and programs.

New Features for Public Benefits Management

Streamlined Renewals (SLR) will be a new addition to the Virtual Gateway suite of tools. The SLR application will give both the general public and providers the ability to renew their health care benefits online, allowing them to add, edit, delete, and validate information about their cases through a series of pre-populated screens. Currently, renewals are done by hand. Automating the business processes associated with renewals will reduce the time needed to complete a renewal application, help ensure continuous health coverage for the people of the Commonwealth, and expand on the existing online access to health and human services currently offered by EOHHS.

Upgrades to Our Infrastructure

A critical component of the Virtual Gateway is its security service which ensures that users logging in to the system have access to the right services and information. In the coming year, the Virtual Gateway's security system will be upgraded. Access and Identity Management Service (AIMS) will improve existing security features, providing better audit and reporting regarding use of the Virtual Gateway. In planned upgrades to the system, AIMS will have "delegated administration" which will enable users to self-register and allow provider organizations to manage access for their own users.

The Virtual Gateway will also be adding features that simplify the application process, ensuring that much needed services are delivered to the public as efficiently as possible. The launch of eSignature will enable applications to be fully completed and submitted online, with no follow up paper forms. A second new tool will act as a central repository for electronic forms, allowing electronic documents to be stored, retrieved and routed to recipients on request, and further reducing the need to manage paper documents. A service that electronically matches individuals applying for services to their birth record will also be introduced, resulting in a quicker verification of their application and subsequent delivery of services.

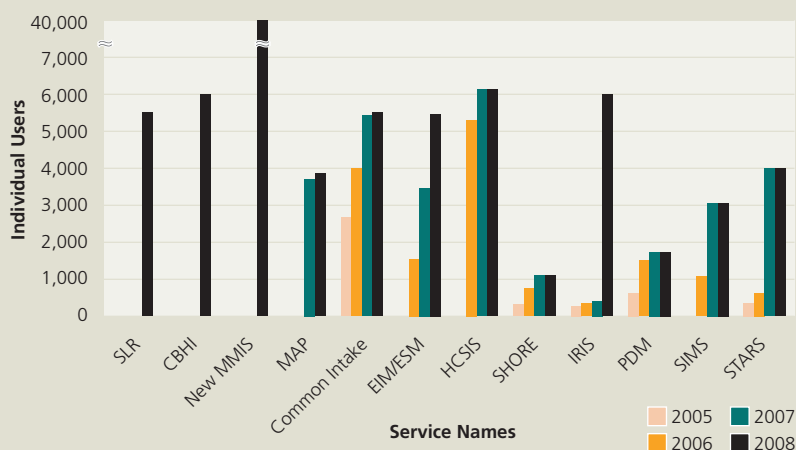
New Business Services

Plans are underway to expand Virtual Gateway service offerings with a number of new applications. One new application will facilitate collaborative identification and monitoring of service delivery to children receiving behavioral health assessments and intensive care coordination services. The

Building on Our Success: Expanding and Enhancing Services

The Virtual Gateway plans to bring many more new users on board in 2008, with the enhancements of some of its current services and the implementation of several new ones.

Virtual Gateway Registered Users by Business Service



Children's Behavioral Health Initiative (CBHI) will enable the Commonwealth to track and provide services to certain children receiving behavioral health treatment in a more streamlined manner. Another new application, the New Medicaid Management Information System (NewMMIS), will provide MassHealth with increased ability to support the timely delivery of services to MassHealth members. Real-time claims processing and online services will reduce administrative burdens on the provider community, and both the provider community and MassHealth will be able to shift from a paper-based operation to an electronic-based business model.

The past year illustrates the steady growth and constant evolution of the Virtual Gateway. Services have been enhanced and capabilities have increased while more users have come on board and more people have been served. The Virtual Gateway will continue to expand and develop as we move closer to the goal of bringing affordable health and human services to all families in need through the Commonwealth.



Virtual Gateway Service Overview

Service	Acronym	Purpose
Business Services		
Services for Providers and Government Workers		
Interpreter Referral Information System	IRIS	The Interpreter Referral Information System is a centralized database that coordinates scheduling of American Sign Language interpreters and Computer Assisted Real-time Translation reporters.
Common Intake	CI	Common Intake is an online tool that registered providers can use to submit applications on behalf of clients for up to 13 different health and human service programs.
Enterprise Invoice/Service Management	EIM/ESM	Enterprise Invoice/Service Management is an invoice submission and service reporting system for Purchase of Service providers that are contracted by EOHHS agencies.
Mental Retardation Quality Reporting	HCSIS	Mental Retardation Quality Reporting is a web-based, quality management service that allows Department of Mental Retardation staff and service providers to file clinical information and reports on incidents, medication issues, restraints, and investigations.
Provider Data Management	PDM	Provider Data Management is an online tool that enables providers to monitor, edit, and upload information commonly requested by EOHHS agencies. The service also provides HHS agencies with a single place to view provider information.
Senior Information Management System	SIMS	SIMS is an online data collection, case management, and reporting tool for Executive Office of Elder Affairs agencies and providers.
Service and Transition Planning	STARS	Service and Transition Planning is a tool for registered EOHHS staff and providers to support collaborative treatment planning and referral services for certain children served by EOHHS.
Statewide Homeless Operations Research Environment	SHORE	The Statewide Homeless Operations Research Environment is an online tool for data collection, case management, and reporting. It is the Massachusetts Homeless Management Information System.

Virtual Gateway Service Overview

Service	Acronym	Purpose
My Account Page	MAP	My Account Page is an online tool of Common Intake that provides real-time access to member and applicant health assistance information.
Streamlined Renewals	SLR	Streamlined Renewals is a new application that will give both the general public and providers the ability to renew their health care benefits online.
Children's Behavioral Health Initiative	CBHI	As part of the Children's Behavioral Health Initiative, EOHHS will offer an online clinical assessment tool for children serviced by MassHealth.
New Medicaid Management Information System	NewMMIS	New Medicaid Management Information System will be implemented in 2008 and will allow providers to conduct up to 90 percent of their day-to-day business with MassHealth electronically.
Services for Consumers		
Catalog of Services	N/A	The Catalog of Services contains descriptions of many health and social services that are available to the public. The catalog also provides information about who is eligible and how to apply.
Online Food Stamps Application	N/A	The Online Food Stamps Application allows individuals with access to the Internet to apply for Food Stamps, a nutrition program for families and individuals that meet certain income and resource guidelines.
Screening Tool	N/A	The Screening Tool is an anonymous questionnaire that helps people understand whether they are likely to be eligible for certain social services programs. Programs include MassHealth, Child Care Subsidy, Food Stamps Benefits, and Women, Infants, and Children Nutrition.
Services for Government Workers		
Electronic Transitional Assistance Gateway	eTAG	The Electronic Transitional Assistance Gateway is an online tool through which users can view case management information for all transitional assistance programs, including Food Stamps, financial assistance, and homeless services.
Legislative Budget Tracking	LBT	Legislative Budget Tracking is a tool that allows users to comment on line item language and outside section data for the various phases of the legislative budget process.
Enterprise Budgeting System	EBS	The Enterprise Budgeting System is a planning tool that supports the MassHealth budget and forecasting process.
Enterprise Reporting	N/A	Enterprise Reporting enables the development, production, and distribution of business intelligence reports to EOHHS staff.
Technical Services		
Security Single Sign-On	SSSO	The Security Single Sign-On service permits the user who has multiple Virtual Gateway accounts (for reasons of security and privacy compliance) to have one Virtual Gateway sign-on.
Enterprise Service Bus	ESB	The Enterprise Service Bus is a key component of the Service Oriented Architecture used by EOHHS. It provides an opportunity to simplify the back end application portfolio and make use of a common software infrastructure without impacting front end applications.
ESB Common Reference Adapter	ESB CRA	Part of the third release of the ESB, the Common Reference Adapter creates a standard software component to allow generic connectivity and management of connections between a database, file, or web service and the ESB.
Integration Services Gateway	N/A	The Integration Services Gateway is an XML gateway that uses IBM Data Power to provide web service integration and security.

Virtual Gateway Service Overview

Service	Acronym	Purpose
Shared Infrastructure	SI	The Shared Infrastructure provides a cost effective means of hosting multiple, complex applications.
File Transfer Service	FTS	The File Transfer Service allows users to send files safely and securely via the Internet.
Access and Identity Management Service	AIMS	Access and Identity Management Service is a security system with built-in auditing and reporting tools. In planned upgrades to the system, it will enable users to self-register and allow provider organizations to manage access for their own users.

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The General Court of the Commonwealth of Massachusetts

Departments within the Executive Office of Health and Human Services

Executive Office of Elder Affairs
Executive Office of Veterans' Affairs
Commission on Mental Retardation
Department of Mental Health
Department of Mental Retardation
Department of Public Health
Department of Social Services
Department of Transitional Assistance
Department of Youth Services
Division of Health Care Finance and Policy
Massachusetts Commission for the Blind
Massachusetts Commission for the Deaf and Hard of Hearing
Massachusetts Rehabilitation Commission
Office for Refugees and Immigrants
Office of Medicaid
Soldiers' Home in Chelsea
Soldiers' Home in Holyoke

Other Valued Partners

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The Office of the State Comptroller
Department of Early Education and Care
The Commonwealth Connector Authority
The Virtual Gateway Steering Committee

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